*BY ORDER OF THE COMMANDER*
*AIR NATIONAL GUARD*

*AIR FORCE INSTRUCTION*
*21-101_ANGSUP_ADD_C*

*16 JULY 2021*

*Maintenance*

# *AIRCRAFT AND EQUIPMENT MAINTENANCE MANAGEMENT (REMOTELY PILOTED AIRCRAFT)*

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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**ACCESSIBILITY:**

**RELEASABILITY:** There are no releasability restrictions on this publication.

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OPR: NGB/A4MM

Certified by: NGB/A4
(Col Thomas A. Funk)
Pages: 25

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**(ANG)** This addendum implements AFI21-101_ANGSUP, Aircraft and Equipment Maintenance Management. This addendum prescribes policies and procedures governing aerospace equipment maintenance management of Remotely Piloted Aircraft (RPA) for the ANG. This instruction applies to all ANG organizations (including ANG-led Active Associations) and personnel during non-federalized periods that maintain aircraft, aircraft systems, equipment, support equipment, and components. It does not apply to Classic and AFRC-led ARC Associations. Maintenance units will use this addendum in conjunction with the ANG Supplement to AFI 21-101; if a conflict exists between the ANG supplement and this addendum, the addendum will take precedence. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See AFI 33-360 for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Process waiver request in accordance with Air National Guard Manual (ANGMAN) 33-360, Management of Air National Guard Waivers. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847 Recommendation for Change of Publication; route AF Forms 847 from the field through the appropriate functional chain of command. The National Guard Bureau (NGB) implements policy and management guidance. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFI 33-322, Records Management and Information Governance Program, and disposed of in accordance with Air Force Records

Disposition Schedule (RDS) located in the Air Force Records Information Management System (AFRIMS).

## Chapter 1

## MANAGEMENT OVERVIEW, SUPPORTING CONCEPTS AND REQUIREMENTS

**1.2. (ADDED-ANG) Organization.** RPA maintenance activities are organized by the various organizational structures in accordance with AFI 38-101, Manpower and Organization. Work centers are staffed consistent with mission requirements, workload, and available personnel. Units are encouraged to consolidate functions when warranted to streamline operations and enhance mission readiness. During non-federalized operations, ANG units are not resourced or structured to adopt all gaining command maintenance management policies and procedures. When the gaining command utilizes a different maintenance management program, the unit MXG/CC ensures management personnel are aware of the program to permit the unit to be incorporated into the gaining command management structure upon federalization.

**1.3. (ADDED-ANG) Maintenance Concept.** The Remotely Piloted System (RPS) will not receive a status as a complete unit. Each RPA/Ground Control System (GCS) will receive a status as "A" type equipment and communication link equipment will receive a status as "C" or "R" type equipment per TO 00-20-2, Maintenance Data Documentation. GCS tail number is synonymous with aircraft tail number when documenting the MIS. **(T-2)**.

1.6.4. **(ADDED-ANG)** Maintenance personnel shall not perform flight operations such as “Hawkeye.” **(T-2)**.

## Chapter 2

## ROLES AND RESPONSIBILITIES

**2.4. (ADDED-ANG) Maintenance Group Commander (MXG/CC) Responsibilities.** In ANG Units where maintenance functions are assigned to the Operations Group; MXG/CC responsibilities are assigned to Director of Maintenance (DoM). **(T-2).**

2.4.61. **(ADDED-ANG)** Establish procedures to ensure uninterrupted power is available to GCS and related communications equipment in the event of a primary power outage. **(T-2)**. Consider establishing recurring inspection(s) based upon manufacture recommendations.

2.4.61.1. **(ADDED-ANG)** Ensure an annual back up power automatic switching operational check is performed. **(T-2)**.

2.4.62. **(ADDED-ANG)** Ensure a Service Level Agreement (SLA) exists between the host/local Communication Squadron, base CE, and the MXG. **(T-2)**. Note: See **Attachment 9** for template.

2.4.63. **(ADDED-ANG)** Establish C-Band and Ku-Band frequency de-confliction procedures. (T- 2).

2.4.64. **(ADDED-ANG)** Ensure RPA communication systems and network infrastructures remain accredited with current authority to operate certification. **(T-2)**.

**2.9. Maintenance Supervision Responsibilities.**

2.9.24. **(ADDED-ANG)** Coordinate RPA network requirements with local communications squadron. **(T-2)**.

2.9.25. **(ADDED-ANG)** Ensure the climbing program is conducted IAW AFI 91-203, *Air Force Consolidated Occupational Safety Instruction* and **Chapter 11** of this instruction. **(T-2)**.

**2.13. (ADDED-ANG) GCS Maintenance.**

2.13.1. **(ADDED-ANG)** Aircraft Communications Flight/Section/Unit/Squadron. This section is responsible for GCS and Network Management systems troubleshooting, on- equipment repairs, component removal and replacement, classified item management, servicing, and cleaning. The section may include Communications and Network Management technicians. When used, the GCS Expediter coordinates maintenance priorities with the Production Superintendent and Flightline Expediters. **(T-2)**. Note: If authorizations do not warrant Unit or Squadron construct, Flight or Section, may be incorporated in to AMXS/MXS.

2.13.1.1. **(ADDED-ANG)** Aircraft Communications Flight/Section/Unit/Squadron Supervision: in addition to the common responsibilities in **Chapter 3** of this instruction, the Aircraft Communications Flight/Section/Unit/Squadron Supervision Chief/NCOIC will:

2.13.1.1.1. **(ADDED-ANG)** Promote cross-talk with applicable maintenance units to obtain information on system/component repeat, recur and could not duplicate trends. **(T-2)**.

2.13.1.1.2. **(ADDED-ANG)** Manage the climbing certification program IAW AFI 91- 203 and **Chapter 11**. **(T-2)**.

2.13.1.2. **(ADDED-ANG)** GCS Production Superintendent (Pro Super).

2.13.1.2.1. **(ADDED-ANG)** The GCS Production Superintendent position and responsibilities may be combined with the Flightline Production Superintendent at the discretion of the MXG/CC or DoM. **(T-2)**.

2.13.1.2.2. **(ADDED-ANG)** Determine, track, and report GCS status, including ETIC, IAW AFI 21-103, Equipment Inventory, Status and Utilization Reporting and MAJCOM/local directives for unit owned GCS(s). **(T-2)**.

2.13.1.2.3. **(ADDED-ANG)** Production Superintendents who only manage GCSs will not perform Crash Damaged or Disabled Aircraft Recovery (CDDAR) Program activities, flightline munitions, or propulsion flight coordination activities. These functions are performed by flightline Production Superintendent. **(T-2)**.

2.13.1.2.4. **(ADDED-ANG)** The following additional responsibilities apply for GCS management:

2.13.1.2.5. **(ADDED-ANG)** De-conflict dedicated maintenance and operations C-Band/Ku-Band frequency use in order to preserve safety of flight during flying hours. **(T-2)**.

2.13.1.2.5.1. **(ADDED-ANG)** For daily MQ-9 operations, coordinate with OPS to schedule available Line of Sight (LOS) frequency usage and/or satellite time. **(T-2)**.

2.13.1.2.6. **(ADDED-ANG)** Ensure Communications Equipment (C-E) forms and/or Maintenance Information System (MIS) documentation is complete, accurate and accomplished. Ensure C-E status is accurately reflected in the maintenance forms and/or the MIS. Ensure local tracking/updating of deferred C-E Preventive Maintenance Inspections IAW TO 00-33A-1001, General Communications Activities Management Procedures and Practice Requirements. **(T-2)**.

2.13.1.2.7. **(ADDED-ANG)** Production Superintendent responsibilities outlined in

## Chapter 3

## OF AFI 21-101 AND ANG SUPPLEMENT ALSO APPLY.

2.13.1.3. **(ADDED-ANG)** Ground Control Station (GCS) Expediter. Use of GCS Expediter is optional in RPA Units.

2.13.1.3.1. **(ADDED-ANG)** Ensures maintenance is accomplished and coordinates all GCS and/or C-E maintenance actions. The GCS Expediter works for the production superintendent and manages, controls and directs resources. The GCS Expediter replaces the Flightline Expediter within the unit. Responsibilities identified in AFI 21-101, paragraph 3.6. (aircraft is synonymous with GCS/C-E) apply unless specifically addressed in this addendum. **(T-2)**.

2.13.1.3.2. **(ADDED-ANG)** Coordinate the maintenance effort with the Maintenance Operations Center (MOC) and other expediters/squadrons (as applicable) for support. **(T-2)**.

2.13.1.3.3. **(ADDED-ANG)** Maintain and have access to copies of the following: flying schedule, emergency action and functional checklists, base grid map with cordon overlay, IPI listings, Minimum Essential Subsystem List, Quick Reference List (if developed), and tracking device for GCS status. **(T-2)**.

2.13.1.3.4. **(ADDED-ANG)** The GCS Expediter does not perform munitions accountability, Oil Analysis Program or CDDAR functions. These functions are completed by the Flightline Expediter at locations with aircraft assigned. The GCS Expediter will only coordinate AGE requirements in support of GCS and related C-E. **(T-2)**.

2.13.1.3.5. **(ADDED-ANG)** GCS Expediters should not perform production inspections (e.g., sign off "Red Xs" and perform IPIs). **(T-2)**.

2.13.1.4. **(ADDED-ANG)** GCS Technician **(T-2)**.

2.13.1.4.1. **(ADDED-ANG)** Perform Periodic Inspections. **(T-2)**.

2.13.1.4.2. **(ADDED-ANG)** Perform scheduled document reviews/records checks using applicable MIS and GCS 781-series forms IAW AFI 21-101 ANGSUP Chapter 15. **(T-2)**.

2.13.1.4.3. **(ADDED-ANG)** Coordinate GCS downtime for scheduled and unscheduled maintenance with production superintendents and expediters. **(T-2)**.

2.13.1.4.4. **(ADDED-ANG)** Manage deferred discrepancies. **(T-2)**.

2.13.1.4.5. **(ADDED-ANG)** Ensure Due-In from Maintenance assets within their control are turned into LRS. **(T-2)**.

2.13.1.4.6. **(ADDED-ANG)** Document Reviews will be completed on all GCS IAW AFI 21-101 ANGSUP, **Chapter 15**. **(T-2)**.

## Chapter 3

## AIRCRAFT MAINTENANCE SQUADRON (AMXS)

**3.7. (ADDED-ANG) RPA Aircrew and Maintenance Debrief Section.** At a minimum, aircraft and GCS debriefs are required by the terminating Pilot In Command (PIC) for all segments of each sortie or when the mission is aborted **(T-2)**.

3.7.1. **(ADDED-ANG)** The MXG/CC or DoM will assign an OPR to manage the Debrief Section responsibilities and duties. At the MXG/CC or DoM discretion, the OPR may reside outside of AMXS. **(T-2).**

3.7.2. **(ADDED-ANG)** The MXG/CC or DoM in conjunction with the assigned Debrief OPR will develop written instructions, checklists, and requirements for debrief procedures in a local instruction. **(T-2)**.

3.7.3. **(ADDED-ANG)** QA will review and approve local aircrew debriefing instructions every two years. **(T-2)**.

**3.8. Aircraft Section. For MQ-9: repairs, functionally checks, drains, purges, and inspects aircraft fuel systems, fuel tanks, and related components.**

3.8.3. **(ADDED-ANG)** The Aircraft Section Chief will:

3.8.3.1. **(ADDED-ANG)** Establish controls to prevent unauthorized entry into fuel cell and repair areas. **(T-2)**.

3.8.3.2. **(ADDED-ANG)** Provide required qualification training (to include safety training) to all personnel who enter aircraft fuel tanks or open fuel tank areas to perform maintenance or provide assistance. **(T-2)**.

3.8.3.3. **(ADDED-ANG)** Perform safety inspections on facilities to ensure open tank repair areas, and equipment used for open fuel tank maintenance meet MDS-specific TOs and TO 1-1-3, Inspection and Repair of Aircraft Integral Tanks and Fuel Cells requirements. **(T-2)**.

3.8.3.4. **(ADDED-ANG)** Establish notification procedures to inform the base fire department when open fuel tank maintenance is in progress and when maintenance is complete. **(T-2)**.

3.8.3.5. **(ADDED-ANG)** Establish a Confined Space Entry Program IAW TO 1-1-3 and AFI 91-203, Chapter 23.

3.8.3.6. **(ADDED-ANG)** Provides temporary storage for external fuel tanks. **(T-2)**.

3.8.3.6.1. **(ADDED-ANG)** Maintain serial number inventory accountability for all removable external fuel tanks IAW AFI 21-103. **(T-2)**.

**3.9. Specialist Section. [ANG) DEV]** Use of Specialist Section Expediter is optional in RPA Units.

# Chapter 4

# MAINTENANCE SQUADRON (MXS)

## Chapter 5

## MAINTENANCE OPERATIONS (MXO)

5.2.2. **(ADDED-ANG)** Maintenance Operations Center (MOC).

5.2.2.1.1. **(ADDED-ANG)** Visual aids will include status of assigned GCS and Communications Link. **(T-2)**.

5.2.2.1.22.4. **(ADDED-ANG)** 3DXXX DAFSCs may be assigned to the MOC.

5.2.5. Maintenance Management Analysis (MMA).

5.2.5.4. **(ADDED-ANG)** Units will track deployed equipment IAW AFI 23-101, *Air Force Materiel Management.* **(T-2)**.

## Chapter 6

## QUALITY ASSURANCE (QA)

6.15.3.2.2.1. **(ADDED-ANG)** W&B handbooks may be maintained in a completely electronic format. Digital handbooks will be stored in PDF format and must be readily available to all individuals responsible for accomplishing weight and balance functions. **(T-2)**.

6.15.3.2.2.2. **(ADDED-ANG)** Central Server shall be used as the primary method of backing up AWBS files. The AWBS Central Server enables users to transfer, take ownership of, upload/backup and download/restore aircraft files. **(T-2)**.

6.15.3.4.1. **(ADDED-ANG)** CANNED Forms F may be utilized. They must be made available to the operations group and MXG production superintendent. **(T-2)**.

6.15.3.4.2. **(ADDED-ANG)** Forms F may be completely electronic.

## Chapter 7

## IMPOUNDMENT PROCEDURES

**7.2. Specific Guidance.** Impoundment of one element of an RPS does not dictate impoundment of the entire system. The impoundment authority will consider any known failures and determine which elements warrant impoundment (ex. Ground Data Terminal failure, material/mechanical failure on the aircraft, rack lock up, Environmental Control Unit failure, or intentional ditch of aircraft). If there are no known factors causal to the incident, the impoundment authority may consider impounding the entire RPS. **(T-2)**.

**7.5. Mandatory Impoundments.**

7.5.4. **(ADDED-ANG)** If uncommanded event may have resulted from a cyber-vulnerability or intrusion, the equipment utilized during the anomalous event shall be impounded. This includes, but is not limited to: GCS, and Aircraft. MCE aircrew shall inform LRE aircrew of anomaly, debrief the aircraft as Code 3, and write up anomalous actions in the 781As IAW this instruction. Ensure the unit notifies the Persistent Attack Reconnaissance Operation Center (PAROC) of the event and request them to collect all operationally relevant information from that mission.

7.5.4.1.1. **(ADDED-ANG)** One Emergency 107 shall be submitted for the affected Aircraft/GCS. The Emergency 107 shall include the following information:

7.5.4.1.1.1. **ADDED-ANG) Associated** impounded equipment.

7.5.4.1.1.2. **(ADDED-ANG)** Location of datalogger files for LRE and MCE GCSs on Inteldocs.

7.5.4.1.1.3. **(ADDED-ANG)** Emergency 107 Checklist.

7.5.4.1.1.4. **(ADDED-ANG)** any relevant information at the FOUO level.

7.5.4.1.1.5. **(ADDED-ANG)** NIPR and SIPR contact information of personnel at site.

7.5.4.1.1.6. **(ADDED-ANG)** Indicated in 107 that an email on SIPRNet has been sent to the distribution box below.

7.5.4.1.2. **(ADDED-ANG)** A SIPRNet email shall be sent to members of **usaf.wright-patt.usaf-rsrcmgmt.list.mq-9-cyber-reporting@mail.smil.mil** detailing all relevant information of the event including, but not limited to:

7.5.4.1.2.1. **(ADDED-ANG)** Location of the MCE GCS, LRE GCS, and Aircraft at the time of the incident

7.5.4.1.2.2. **(ADDED-ANG)** Aircrew statements/characteristics of anomalies experienced (i.e. chain of events leading up to the event, observed event, any additional instances of anomalous action)

7.5.4.1.2.3. **(ADDED-ANG)** Satellite and Ku frequencies used (C-Band frequencies if applicable)

7.5.4.1.3. **(ADDED-ANG)** Follow normal procedures for Emergency 107. Contact the Det-3 Emergency 107 on-call telephone and give call back information, timelines, and any relevant unclassified information.

7.5.4.2. **(Added-ANG)** Engineering will evaluate the dataloggers for impounded equipment within an Emergency 107 timeline to investigate the observed anomalous characteristics, and diagnose the cause of the event. If the event is explainable through the dataloggers as caused by a known software issue, Aircrew action, etc. the impounded equipment will be returned to previous mission capability via a Final 107 Disposition. If further investigation is needed, the affected units will be informed via an Interim Disposition.

7.5.12. **(ADDED-ANG)** Simultaneous unintended and unrecoverable loss of all GCS links. **(T-2)**.

7.5.13. **(ADDED-ANG)** Unplanned/Unexplained interruption of GCS power. **(T-2)**.

# Chapter 8

# TOOL AND EQUIPMENT MANAGEMENT

## Chapter 9

## MATERIEL MANAGEMENT SUPPORT

9.13.3. **(ADDED-ANG)**

9.9.6.1 MQ-9 Extended Range external fuel tanks be will account via R25 SPRAM.

# Chapter 10

# MUNITIONS POLICY AND WEAPONS LOAD CREW PROGRAM

## Chapter 11

## ADDITIONAL MAINTENANCE REQUIREMENTS AND PROGRAMS

**11.3. Special Certification Roster (SCR).**

11.3.5.2. **(ADDED-ANG)** Exceptional Release (ER) authority for the GCS and the aircraft will be separately tracked on the SCR. Mandatory SCR Item Title: GCS Exceptional Release. Use course code 002321 to track/update GCS ERs in the MIS **(T-2)**.

**11.8. Foreign Object Damage (FOD) Prevention Program.**

11.8.3.11.2. **(ADDED-ANG)** GCS compounds/areas are not considered ramps and therefore do not require a daily FOD walk. **(T-2)**. Note: This does not preclude appropriate FOD prevention practices within the GCS, or during maintenance on exterior GCS components.

11.8.3.11.3. **(ADDED-ANG)** Appropriate FOD prevention program requirements will be addressed for GCSs in wing plan. **(T-2)**.

**11.10. Aircraft Structural Integrity Program (ASIP).**

11.10.1.1. MQ-9 does not have ASIP at time of publication of this document. Direct questions to ANG WSM. **(T-2)**.

**11.16. Aircraft Inlet/Intake/Exhaust Certification.**

11.16.3. **(ADDED-ANG)** MQ-9 do not have a requirement for installed and uninstalled aircraft/engine intake/inlet/exhaust training and certification program. (T- 2).

**11.41. (ADDED-ANG) GCS In-Mission Maintenance.** Maintenance actions may be performed to repair aircrew reported discrepancies when the GCS is linked to a flying aircraft.

11.41.1. **(ADDED-ANG)** The Pilot in Command (PIC) of the GCS is the sole approving authority to allow in-mission maintenance on the GCS. **(T-2)**.

11.41.2. **(ADDED-ANG)** The PIC will coordinate with the Production Superintendent to determine the level of maintenance to be performed. **(T-2)**.

11.41.3. **(ADDED-ANG)** The PIC and Production Superintendent will evaluate all safety considerations prior to beginning any maintenance actions and take appropriate risk management steps. **(T-2)**.

11.41.4. **(ADDED-ANG)** The GCS AFTO 781-series forms and MIS documentation will be accomplished at the completion of the required maintenance. **(T-2)**.

11.41.5. **(ADDED-ANG)** After completion of appropriate maintenance documentation the PIC will accomplish a new ER/Conditional Release (CR). **(T-2)**. Note: The PIC of the GCS is the only person authorized to sign an ER/CR after performance of In-Mission maintenance.

**11.42. (ADDED-ANG) Climbing Certification Program.**

11.42.1. **(ADDED-ANG)** Track climbing certification in MIS/ARCNET. Use Course Codes 029030 “Climbing Instructor” and 029027 “Climbing, Antenna”. **(T-2)**.

# Chapter 12

# MAINTAINING COMMERCIAL DERIVATIVE AIRCRAFT (CDA)

# Chapter 13

# CENTRALIZED REPAIR FACILITIES (CRF)

# Chapter 14

## MAINTENANCE PLANS, SCHEDULING AND DOCUMENTATION (PS&D)

# Chapter 15

# AIRCRAFT SUN SHADE SUSTAINMENT

# Chapter 16

## AIR NATIONAL GUARD ADDITIONAL MAINTENANCE REQUIREMENTS AND

DONALD K. CARPENTER, Brig Gen, USAF
Director of Logistics, Engineering and Force Protection

## Attachment 1

## GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

***References***

AFI 21-101, *Aircraft and Equipment Maintenance Management*, 21 May 2015

AFI 21-101, ANGSUP, *Aircraft and Equipment Maintenance Management*

AFI 21-103, *Equipment Inventory, Status and Utilization Reporting*, 16 Dec 2016

AFI 23-101, *Air Force Materiel Management*, 12 Dec 2016

AFI 38-101, *Air Force Organization*, 31 Jan 2017

AFI 91-203, *Air Force Consolidated Occupational Safety Instruction*, 15 Jun 2012

AFMAN 33-363, *Management of Records*, 1 Mar 2008

AFTTP 3-3, *Aircraft Maintenance*, 4 Jan 2013

TO 00-20-2, *Maintenance Data Documentation*, 1 March 2016

TO 00-33A-1001, *General Cyberspace Support Activities Management Procedures and Practice Requirements*, 1 Jul 2016

TO 1-1-3, *Inspection and Repair of Aircraft Integral Tanks and Fuel Cells*, 21 Jun 2013

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**ACMS**—Aircraft Communication Maintenance Squadron

**ACMU**—Aircraft Communications Maintenance Unit

**AFRIMS**—Air Force Records Information Management System

**CDDAR**—Crash Damaged or Disabled Aircraft Recovery

**C-E**—Communication Equipment

**EM**—Engine Management

**ER**—Exceptional Release

**FOD**—Foreign Object Damage

**GCS**—Ground Control Station

**MCE**—Mission Control Element

**MOC**—Maintenance Operations Center

**OCR**—Organization Change Request

**PIC**—Pilot in Command

**RPA**—Remotely Piloted Aircraft

**RPS**—Remotely Piloted System

**RSO**—Remote Split Operations

**SATCOM**—Satellite Communications

**SCR**—Special Certification Roster

**SLA**—Service Level Agreement

***Terms***

**Ground Control Station (GCS)**—will be used when referring to Mission Control Element (MCE), Launch Recovery Element (LRE), or any separated ground element controlling a RPA as applicable.

**Communication Link**—Refers to any communication equipment used to establish a link between the RPA and GCS (e.g., Satellite Communications (SATCOM) terminal, Ground Data Terminal, tactical antenna, etc.).

**Remotely Piloted System (RPS)**—Refers to the RPA, GCS, and communication link utilized together for operational purposes.

**Remote Split Operation (RSO)**—RSO refers to a concept of operational employment whereby the launch/recovery GCS and crew are geographically separated from the mission GCS and crew.

## Attachment 15 (Added)

## SERVICE PROVIDER AGREEMENT TEMPLATE

**A15.1. Responsibilities of the Service Provider to include.**

A15.1.1. What resources will be provided to support the mission (i.e. Common Core Services such as NIPR/SIPR, email, etc.)

A15.1.2. How they will inform the customer of infrastructure changes and new or changed service.

A15.1.3. State what security methods will be used to protect infrastructure resources from unauthorized access, monitoring, or tampering.

A15.1.4. Describe the process used to notify and coordinate with end-user organization about planned/unplanned outages of connectivity, equipment, or electricity.

A15.1.5. Explain the coordination process for service degradation or failure correction and state how customer will be kept informed of status.

A15.1.6. Describe materials that will be provided to customer to minimize procedural errors.

A15.1.7. Explain customer support performance criteria and workload limitations (e.g., hours of operation, response times, and expected maximum calls.

A15.1.8. Describe what performance data and analysis reports will be provided to the customer organization to show service quality and level of customer support provided.

A15.1.9. State what customer training is available and what role the service providers will play in customer training.

A15.1.10. State what periodic surveys will be performed to monitor customer satisfaction.

**A15.2. Responsibilities of End-User Organization to include.**

A15.2.1. Describe the process used to ensure end-users know procedures for getting help.

A15.2.2. How coordination will be accomplished with service provider on any planned and in-progress major configuration changes (e.g., network installation/expansion, TCP/IP port requirements, changes in topology, system upgrades, relocation, etc.).

A15.2.3. How CSAs and FSAs will provide, upon request, equipment layout, network schematic, network connectivity (attached via backbone or standalone), and their location.

A15.2.4. Describe how the customer will use the performance and trend analysis data from service provider and provide feedback to improve service.

A15.2.5. Describe what end-user contingency operations plans and capabilities will be accomplished and what (if any) requirements are needed from Service Provider.

A15.2.6. Identify what resources will be a shared responsibility or transferred to the service provider.

A15.2.7. For equipment managed by the service provider, describe any limitations on how the service provider will gain access to equipment both electronically and physically as needed.

A15.2.8. Describe the agreement to perform the certification effort and comply with Wing, INOSC, AF, and DOD (DISA) security policy. Include a listing of all equipment describing roles and responsibilities for security requirements.

A15.2.9. Coordinate with the service provider at least annually to discuss changes in service levels and this SLA.

A15.2.10. Discuss the support and resourcing of Information Technology (IT) necessary to meet agreed SLA, MOAs/MOUs. If IT cannot be resourced adequately, adjust levels downward sufficiently to ensure they can be met by the expected resource levels.

A15.2.11. Discuss an annual review requirement of the IT restoration priorities. Update missions, functions, and systems requiring IT support to ensure all IT has the restoration priority necessary to meet mission needs.

A15.2.12. Define Outage Reporting/Trouble Call Procedures.

A15.2.13. Define the requirement and contact information to the applicable end-user POC to see if requirement or problem can be satisfied internally.

A15.2.14. Describe what minimum information will be provided (e.g. name, organization, location, telephone number, equipment number, user-id, E-mail address).

A15.2.15. Provide service provider with a description of problem, its priority, and potential mission impact.

A15.2.16. Requirement to work with the service provider during fault isolation process, as needed.

A15.2.17. How negotiation will be accomplished for increased workload/expansion for contingencies or new support.

A15.2.18. Customer Escalation Procedures.

A15.2.18.1. Escalation Level 1 (Low/Routine Requests).

A15.2.18.2. Escalation Level 2 (Medium/Priority and Unresolved Low Requests).

A15.2.18.3. Escalation Level 3 (High/Critical and Unresolved Medium Requests).